

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
Office Associate
Bureau of Aging and Disabilities
An Equal Opportunity Employer

Office Associate – Bureau of Aging and Disabilities

\$34,508 annually (\$16.59 hourly) (Grade G07), 40 hours per week, non-exempt *contingent position**

Hours are typically Monday through Friday from 8:00 am – 5:00 pm

Apply by 5:00 pm on Thursday, April 14, 2022

The Bureau of Aging and Disabilities is seeking a customer service oriented Office Associate to join our team.

This individual will be responsible for: answering and directing phone calls, greeting and assisting the public as they enter the building, as well as making referrals to appropriate resources when necessary; Providing assistance for the Senior Assisted Living Subsidy program; And overseeing the monthly distribution of transportation tickets, along with processing Veteran Shuttle registrations. The Office Associate will also process purchase requisitions and payment vouchers, oversee and order office supplies and maintain proper file and computer management systems.

The ideal candidate for this opportunity will possess excellent organizational and time management skills, be able to take initiative and communicate well with others as well as provide overall office assistance. This individual should also possess strong knowledge of Microsoft office applications.

See next page for the full job description

Qualifications:

1. High School diploma or GED
2. Two years secretarial/office/customer service experience*
3. Type no less than 45 words per minute

**A comparable amount of training and experience may be substituted for the minimum qualifications*

Benefits of working for Carroll County Government:

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Low-cost dental insurance
- ✓ Paid holidays

**Contingent employees are hired under an employment contract which includes paid time off and an additional 3% salary contribution for retirement.*

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Call the Carroll County Job Hotline to request an application: 410-386-2020
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

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(22-140)

The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kimberly L. Frock, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.

OFFICE ASSOCIATE

GENERAL RESPONSIBILITIES

Provide general clerical support to a department or agency. Work may be assigned under the general direction of an agency supervisor or manager with some routine clerical tasks being performed independently according to established procedures. Job duties may vary from one position to another, depending on the assigned department.

ESSENTIAL TASKS may include the following: other duties may be assigned.

1. Answer, screen, provide information, and take messages in response to telephone calls, referring to other information sources when needed
2. Greet and assist the public and County employees, directing to appropriate location and/or information source
3. Review daily calendar(s) and/or schedule(s) for staff location and availability
4. Sort and distribute mail
5. File documents and maintain paper and computer records management/file systems
6. Compose, prepare and process routine correspondence, including packets, labels, envelopes, forms, and other materials
7. Process Veteran Shuttle registrations
8. Provide assistance for the Senior Assisted Living Subsidy Program in accordance with COMAR regulations
9. Process purchase requisitions, payment vouchers, and minor purchase orders
10. Maintain and order office supplies
11. Oversee the monthly distribution of transportation tickets; verify client eligibility, collect payments and track transit tickets sold at the Bureau of Aging & Disabilities and the five Senior & Community Centers
12. Provide general clerical support in overall office operations, assignments, and projects
13. Perform related duties as to specific assignments
14. Respond to questions regarding overall departmental policies, procedures, and practices
15. Any employee may be identified as Essential Personnel during emergency situations
16. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
17. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. High school diploma or general education diploma (GED)
2. Two years secretarial/office/customer service experience *

** A comparable amount of training and experience may be substituted for the minimum qualifications.*

KNOWLEDGE, SKILLS AND ABILITIES

1. Type at no less than 45 wpm
2. Read and comprehend instructions, correspondence, and memos
3. Write routine correspondence
4. Respond to inquiries from employees and citizens
5. Follow written or oral instructions
6. Deal with routine problems
7. Use computer software programs and/or other applications